

	Document Title	Malpractice and Maladministration Policy - Learners		
	Doc. Number	TRA-POL-004	Doc. Owner	Head of Training & Development
	Author	Angela Byrne	Revision	Rev. 03
	Reviewed by	Angela Byrne	Approved by	John Kelly
	Next Review Date	25/04/2026	Approved Date	25/04/2025

1. Policy Statement

At Shorcontrol Safety we require that all training, administrative and assessment activities are conducted to a high standard and that procedures are applied fairly and consistently to all employees and learners.

2. Purpose

This procedure outlines the responsibilities of learners to uphold academic integrity and outlines the process for identifying, addressing, and appealing issues related to malpractice or maladministration, as per Shorcontrol Safety policies.

3. Scope

This procedure applies to **all learners** participating in training, assessment, or certification activities with Shorcontrol Safety, including:

- Learners enrolled in accredited programmes
- Learners on non-accredited or industry-certified courses
- Learners participating in in-person, blended, or online learning
- Any assessment activities, including written, practical, or workplace-based assignments

It also applies to any learner-related misconduct that affects the validity, reliability, or integrity of qualifications, results, or the assessment process itself.

4. Definitions

Term	Definition
Malpractice	Any act, default or practice which is a breach of the regulations that give rise to prejudice to learners, that compromises public confidence or qualifications, that compromises, attempts to or may compromise the assessment process, the integrity of any qualifications or the validity of a result/ certificate, damages the authority, reputation or credibility of any awarding organisation or centre or any officer, employee or agent of any awarding organisation or centre.
Maladministration	Any activity, practice or omission which results in centre or learner non-compliance with administrative regulations and requirements.
Deception	Any act of deliberate dishonesty in relation to falsification of documents, records, course work, assessments etc.

5. General Policy Requirements

5.1 Malpractice includes any dishonest or unfair action that may give you or others an undue advantage. Examples include:

- Plagiarism – Copying or submitting someone else's work as your own
- Cheating – Using unauthorised materials or help during exams/assessments
- Collusion – Working with others on tasks meant to be done individually
- Impersonation – Pretending to be someone else in class or exams

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- Deception – Falsifying records, marks, or assessment results

5.2 Maladministration refers to mistakes or poor practice in how courses or assessments are managed, which might include:

- Being registered incorrectly
- Receiving the wrong certification
- Assessments not being supervised properly
- Not getting the support you're entitled to (e.g., reasonable accommodations)

6. General Procedure Guideline

6.1 Before Training Starts

- Read the **Learner Handbook** and sign the **Code of Conduct Declaration**.
- Ask questions if you're unsure about rules or assessment expectations.
- Inform us if you have any additional learning needs or require supports.

6.2 During Training

- Participate actively and complete work honestly.
- Ensure your submissions are original and properly referenced.
- Do not assist others in cheating or allow your work to be copied.
- Report any suspicious activity to your tutor or course administrator.

6.3 During Assessment

- Follow all instructions and rules provided.
- Do not bring unauthorised materials or use phones unless permitted.
- Avoid communicating with others during closed exams.
- Submit your own work and do not impersonate or substitute for another learner.

6.4 If Suspected of Malpractice

- You will be informed in writing and shown the evidence.
- You have the right to respond and explain your side.
- You may request advice, representation, or submit a written statement.
- The process will be fair, confidential, and handled independently.

6.5 Outcome

- If malpractice is confirmed, actions may include:
 - Assessment being disqualified
 - Repeating the assignment or course
 - Temporary or permanent exclusion (in severe cases)
- You will be informed of the outcome in writing.

6.6 Appeals Process

- You have **5 working days** to appeal any decision.
- Submit your appeal in writing to the **General Manager or Head of Training**.
- The appeal will be reviewed by the **Academic and Quality Assurance Committees**.
- You will receive a formal response and outcome. All appeal decisions are final.

6.7 Learner Support

If you feel overwhelmed or unsure:

- Speak with your tutor, course coordinator, or learner support officer.
- Ask for guidance about referencing or assessment requirements.

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- Request a copy of the full **Malpractice & Maladministration Policy** at any time.

7. Responsibilities

Employee Title/Classification	Responsibility
Directors, Top Management & Senior Management	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported in relation to this policy.
Learners	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy.
Internal Quality Assessor (IQA)	To ensure the documentation including assessment materials, produced for and from courses, adhere to the QA processes as required by the relevant awarding organisations, auditing companies, internally and various NGO accreditations.

8. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's breach or violation of this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.
Managers and Heads of Departments	Has the discretion of determining the repercussions on the discovery of any subordinate or learner's breach or violation of this policy.
Internal Quality Assessor (IQA)	Has the discretion of determining the respective repercussions on the discovery of any tutor/assessor in breach or violation of this policy.

9. Related Information and Documents

Document ID	Title
ADM-POL-002	Security and Integrity of Assessments Policy
TRA-POL-002	Fair and Consistent Assessment of Learners
TRA-PRO-003	Recheck, Review and Appeals Procedure
TRA-FM-039	Re-check & Review Application Form
TRA-FM-040	Appeals Application Form

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TRA-FM-041	Recheck, Review and Appeals Register
GEN-PRO-002	Complaints and Praise Management Procedure
GEN-POL-006	Whistle-blower Protection and Anti-retaliation Policy

10. Policy Review

This policy shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. *'Related Information & Documentation'* of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.
- In addition, this policy may be updated in light of operational feedback to ensure arrangements for dealing with suspected cases of malpractice and/or maladministration remain effective.

Revision Date	Author with Title	Rev. Level	Description
18/05/2023	Angela Byrne, QHSM	01	Initial draft and release of policy
14/08/2023	Angela Byrne, QHSM	02	Update of 'Related documents & Information' section 8.
25/04/2025	Angela Byrne, QHSM	03	Separation of learner and admin into 2 policies.